

**Message: Utility Assistance****✉ Utility Assistance**

**From** Megan Lengerman      **Date** Thursday, March 16, 2017 3:40 PM  
**To** Kraft, Emily  
**Cc** Jenny Uhlig  
**Journal** Emily.Kraft@oa.mo.gov  
**Recipients**

Hi Emily,

I know we don't need to necessarily run our utility requests by you, but I want to seek your approval for a unique situation. We have a fairly new client who is on disability (limited, static income) who has three children. She recently had an issue with her electric meter that caused her bill to skyrocket (meter was not functioning, once the error was found, they back-billed her for what was missed). Right now she has a total account balance of 1,700. In the past, she has made consistent payments towards her bill and had been managing. Now, with such a large amount due, she is in threat of disconnection. I have asked the nurse to work with her in obtaining at least \$300 to assist in paying her bill down. I'm wondering if it will be alright for us to clear out the remaining balance and set her up on budget billing.

Thanks for considering!!

**Thanks!**  
**Megan**

**Megan Lengerman, MA**

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